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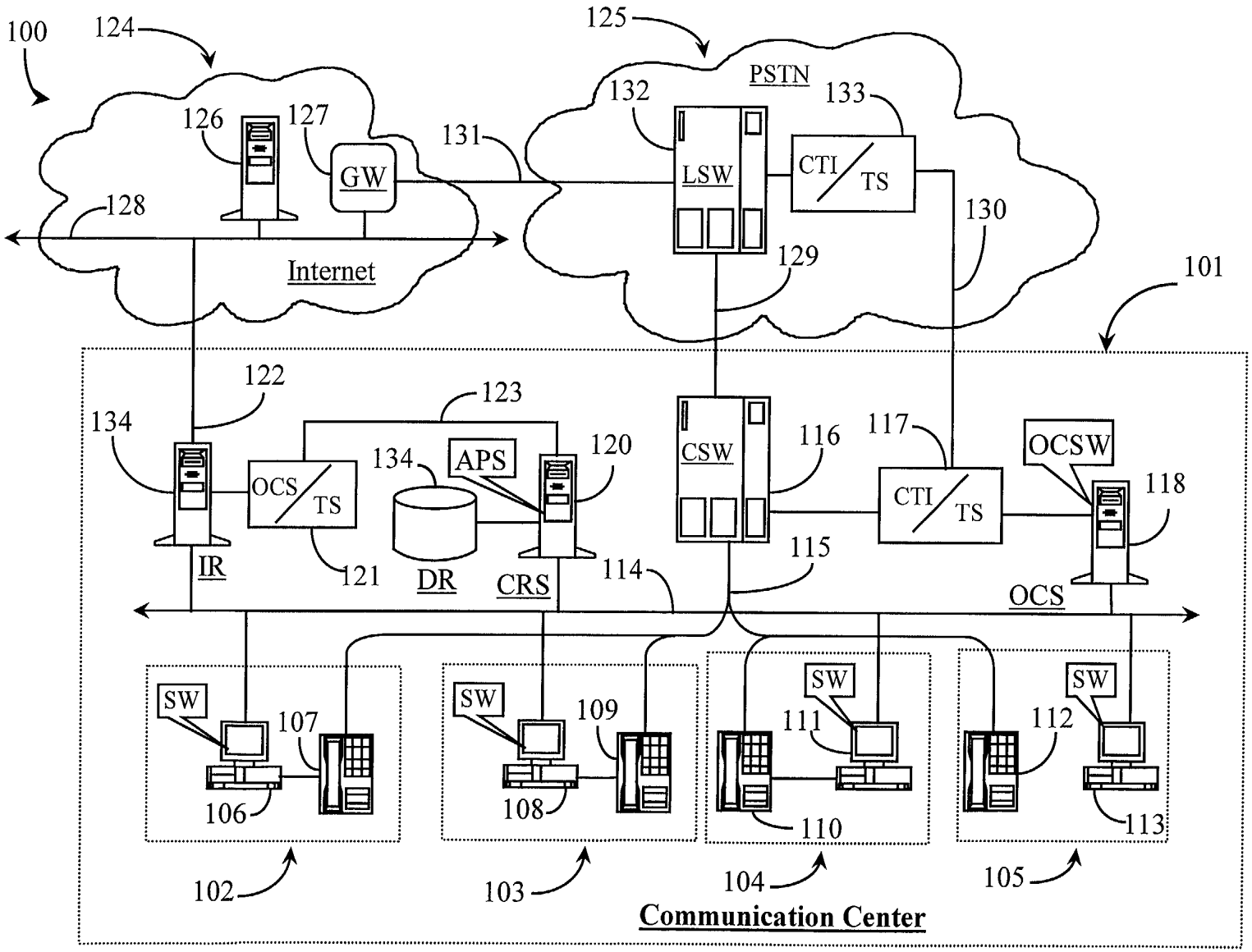

Fig. 1

TO62TT 29286660

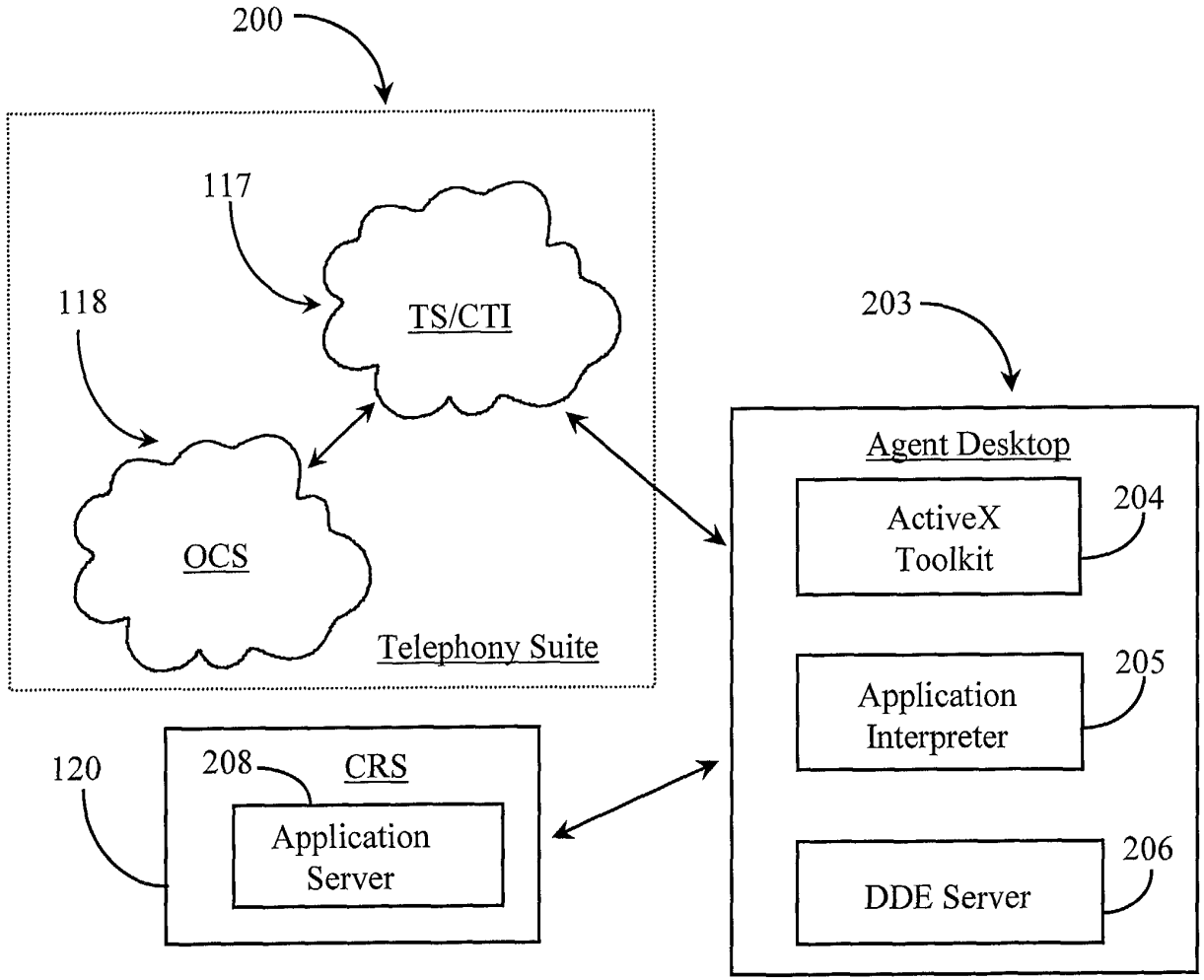

Fig. 2

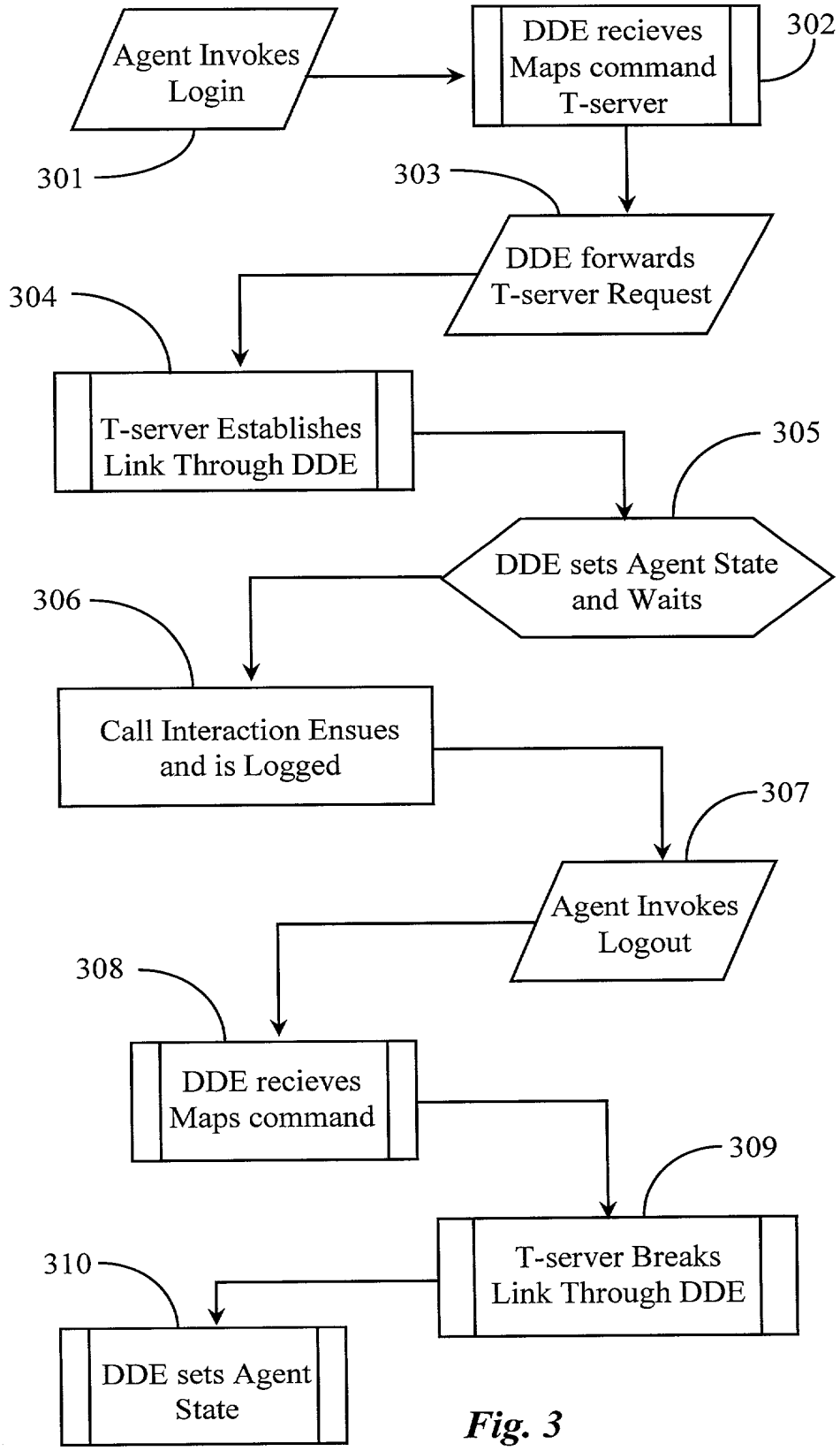
Agent Invokes Login
301
DDE recieves Maps command T-server
302
303
DDE forwards T-server Request
304
T-server Establishes Link Through DDE
305
DDE sets Agent State and Waits
306
Call Interaction Ensues and is Logged
307
Agent Invokes Logout
308
DDE recieves Maps command
309
T-server Breaks Link Through DDE
310
DDE sets Agent State

Fig. 3

DDE Command Topics

GenTInterface DDE topic

Commands:
TAgentLogin ()
TRegisterDN ()
TSetActiveDN ()
TAgentLogout ()
TAgentReady ()
TAgentNotReady ()
TAgentBusyOn ()
TAgentBusyOff()
TMakeCall ()
TAnswerCall ()
TReleaseCall ()
TTransfer ()
TInitTransfer ()
TCompleteTransfer ()
TInitConference ()
TCompleteConference
TSingleStepConference ()
TDeleteFromConference ()
THoldCall ()
TRetrieveCall ()
TAttachUserData ()
TUpdateUserData ()
TSetUserData ()
TDeleteAllUserData ()
TDeletePair ()

Items:
TAgentState
TRequestState
TRequestDone
TAgentStateStr
TRequestStateStr

GenOBInterface DDE topic

Commands:
PreviewModeStart ()
PreviewModeOver ()
PreviewRecordRequest ()
DoNotCallRecord ()
DoNotCallAllChain ()
DoNotCallNumber ()
AddRecord ()
UpdateCallCompletionStats ()
RecordProcessed ()
RecordProcessedAll()
RecordReject ()
RecordRejectAll ()
RecordCancel ()
RecordCancelByNumber ()
GetRecordByHandle ()
RequestRecordCancelHandle ()
RecordReshedule ()
ScheduledRecordReshedule ()
DoNotCallRecordHandle ()
ChainedRecordRequest ()

Items:
OBRequestState
OBRequestDone
OBRequestStateStr
OBCampaignState
OBCampaignStateStr
OBCallbacksNum

Fig. 4

DDE Data topics

CallRecord DDE topic

Items:
GSW_RECORD_HANDLE
GSW_CAMPAIGN_NAME
GSW_CALLING_LIST
GSW_CALL_RESULT
.....

GenGeneral DDE topic

Items:
ErrorMsg
CallRecord

InboundCallData DDE topic

Items:
Represent key-value pairs from Call Attached Data

TEventAttributes DDE topic

Items:
AgentID
ANI
CallID
CallState
CallType
.....

Fig. 5